

PATENT
10/015,266

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of

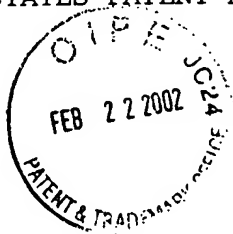
Michael W. Brown et al

Serial No.: 10/015,266

Filed: 12/12/2001

Title: Promoting Caller Voice

Browsing In A Hold Queue



Confirmation No.:

1753

Group Art Unit: 2643

Intellectual Property

Law Department

International Business

Machines Corporation

11400 Burnet Road

Austin, Texas 78758

February 5, 2002

CERTIFICATE OF MAILING

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Assistant Commissioner of Patents, Washington, D. C. 20231 on February 5, 2002

Martha Acosta
Martha Acosta

2/5/2002
Date

NOTICE TO FILE CORRECTED APPLICATION PAPERS
SUBSTITUTE DRAWINGS IN COMPLIANCE WITH 37 CFR 1.84
TRANSMITTAL OF FORMAL DRAWINGS

**COPY OF PAPERS
ORIGINALLY FILED**

Assistant Commissioner of Patents

Washington, D. C. 20231

Sir:

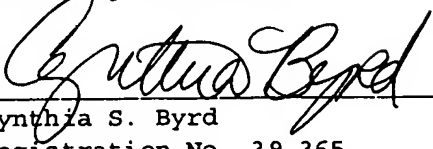
In response to the PTO request dated 1/16/2002 requesting the Notice to File Corrected Application Papers.

Please substitute the attached formal drawings (7) for the informal drawings.

Should there be any comparison or other fee involved in the substitution of the drawings, kindly charge Deposit Account No. 09-0451. A duplicate copy of this document is attached in the event the deposit account is charged.

Respectfully submitted,

By


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